

ABSTRACT

Analysis on the Nurse's Quality of Work Life at Airlangga University Hospital

Airlangga University Hospital (AUH) as a health service provider requires human resources as one of the essential elements of the services because the direct contact to the patients. Nurse performance could be affected by the Quality of Work Life (QoWL). The objective of this study was provide recommendation to improve nurse quality of work life. This study was a descriptive observational study conducted January 2014 to February 2015. Data were collected through questionnaires. The population of this study are all nurses in AUH and the sample was used the Slovin formula obtained 63 people, which was determined by simple random sampling. This study analyzes the factors of individual, social environmental factors, operational factors, and administrative factors as the forming elements of QoWL, as well as nurses QoWL concerned. The results of this study indicate that nurse position had positive correlation on nurse QoWL. Conclusion: there was a positive correlation of nurse position to nurse QoWL. Variables need to increase were supervision, nurse schedule, number of nurses, hospital policy and human resource management, and payment system. Therefore, in order to obtain better nurses performance, AUH need to improve nurse QoWL through improvements in those various variables.

Keywords: quality of work life